Police Support Specialist

General Summary

Perform a wide variety of technical duties related to police records, including data entry, data inquiry and specialized administrative assistance in support of the police operations.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Perform data entry, data inquiry and word processing to generate police logs, reports, criminal history and background inquiries and related information.

2. Perform a variety of office support and extensive receptionist duties. Process and prioritize daily mail and insurance reports as outlined by state and court ordered time frames.

3. Provide support for police staff and detective unit. Advise officers of subpoenas and cancellations.

4. Query, enter, confirm, clear and locate critical items in LEDS/NCIC including warrants, criminal history, stolen vehicles, etc.

5. Maintain databases and spreadsheets.

6. Transcribe tape recordings, prepare and distribute materials and monitor and order office supplies.

7. Provide technical information pertaining to the services of the records unit.

8. Provide information regarding department policies, procedures and regulations.

9. Participate in police records operational processes including procedure development and implementation.

10. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Uphold the department's community oriented policing philosophy.

11. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.

12. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.

13. Participate in the City Emergency Management program including classes, training sessions and emergency events.

14. Follow standards as outlined in the Employee Handbook.

15. Produce an acceptable quantity and quality of work that is completed within established timelines.

16. Support and respect diversity in the workplace.

Other Functions

1. <u>CRIME DATA TECHNICIAN ASSIGNMENT</u>: In addition to the above duties, use personal computer or the regional data system to code crimes, and check and verify police reports. Work is not performed directly at the front counter. Provide some training to others in area of assignment.
2. <u>CRIMINAL INVESTIGATION ASSIGNMENT</u>: Use computer database to perform background checks. Process and distribute mug photographs, pawn records and field contact reports and letters. Write affidavits for arrest warrants and produce other special reports. Provide investigative support through various means including utility accounts. Archive records per Oregon Administrative Rules.
3. Perform related duties of a similar scope and nature.

Knowledge Required

♦ Basic understanding of civil and criminal laws.
♦ Working knowledge of practices, procedures and guidelines relative to police records.
♦ Basic knowledge of the laws and regulations governing police records.
♦ Basic knowledge of police terminology.
♦ Working knowledge of basic arithmetic and mathematics principles.
♦ Advanced knowledge of English grammar, spelling and usage.

Skills/Abilities Required

♦ Strong ability to use LEDS and related software applications.
♦ Ability to interpret procedures, laws and ordinances related to police records management.
♦ Strong ability to organize and evaluate a variety of information and take appropriate action.
♦ Strong ability to use two-way radio, teletype and dictation equipment.
♦ Strong ability to multi-task, prioritize and pay special attention to detail.
♦ Strong ability to work in a fast paced environment.
♦ Strong ability to participate on a team focused on producing high quality results.
♦ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
♦ Strong ability to apply excellent internal and external customer service skills.

- Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- Strong ability to use a keyboard, word-processing and spreadsheet programs and other specialized software as required for this position.
- Ability to use general office equipment.

Minimum Qualifications Required for Entry

High School diploma or GED and two years clerical experience; including some experience in a criminal justice environment, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position. Applicant must also pass a criminal background check.

Licensing/Special Requirements

- Law Enforcement Data Systems (LEDS) certification after employment.
- Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- Notary Public

Working Conditions

Work in a 24 hour environment with varied shifts including weekends and holidays; regular focus on a computer screen for prolonged periods as well as frequent standing and sitting; daily use of a keyboard and mouse or similar devices; daily dealing with distraught or difficult individuals; daily use of police radio; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads; occasional lifting of objects weighing up to 25 lbs.

Classification History

As of 10/97: Records Clerk
Revised: 12/07
New class specification title 1/98: Police Records Specialist
Revised: 1/00 to reflect BPA New class specification title 11/04: Police Support Specialist
Revised: 2/05
Revised: 1/1/09

Status: Beaverton Police Association
FLSA: Non-exempt

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Department Head Signature   Human Resources Signature

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Date   Date